

*Residenza Sanitaria Assistenziale  
Madonna delle Grazie*

*T.e.a.r. Srl via Farnete 5 03037 Pontecorvo (fr)  
tel 0776 760789 fax 0776 772057 rsamdg@legalmail.it p. inv. : 01882210600*

## HEALTHCARE RESIDENCE

RESIDENTIAL ASSISTANCE STRUCTURE FOR NON-SELF-SUFFICIENT PEOPLE, ALSO THE ELDERLY

90 BEDS IN TOTAL

\*

CHARTER OF SERVICES - INTERNAL REGULATION

\*

USEFUL INFORMATION - QUALITY INDICATORS

ADMINISTRATOR

Avv. Giuseppe d'Ambrosio

**TEAR S.r.l.**

IL PRESIDENTE

*Avv. Giuseppe d'Ambrosio*

RESPONSIBLE DOCTOR

Dott. Massimo Proietti

R.S.A. Madonna delle Grazie

IL MEDICO RESPONSABILE

*Dott. Massimo Proietti*

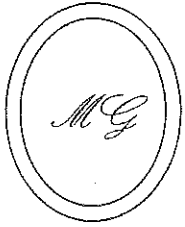
quality management system compliant with the international standard uni en iso 9001

TEAR SRL

VIA FARNETE, 5 03037 PONTECORVO (FR) ITALIA

0039 0776 760789/[rsamdg@email.it](mailto:rsamdg@email.it)

P.I. 01882210600 SEDE LEGALE VIA FARNETE, 5-03037 PONTECORVO (FR)



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The RSA Madonna delle Grazie, through the service card, makes available to the guest and his family a tool to know clearly the social and health services offered and the general organization of the structure.

The Rsa Madonna delle Grazie is located in Pontecorvo, Via Farnete 5 and consists of 90 beds definitively accredited with DCA n. U00315 of 05/07/2013 and DCA n. U00060 of 20/02/2019, divided as follows:

- n. 30 beds assistance level MAINTENANCE A
- n. 60 beds assistance level MAINTENANCE B

The structure is spread over four floors above ground and is surrounded by a large garden.

The ground floor consists of the following rooms:

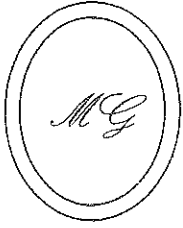
- kitchen and restaurant
- locker rooms
- mortuary room
- deposits
- laundry

The first floor houses the following rooms:

- administrative offices
- gym
- stay
- TV room B1
- TV room B3
- responsible doctor
- personal services

On the second floor:

- 45 beds B



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- 2 infirmaries
- 1 living room with tv
- 2 kitchenettes
- deposits

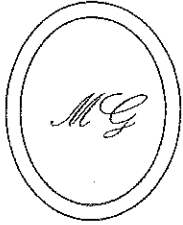
On the third floor:

- 45 beds B and A
- 3 infirmaries
- 2 TV living rooms
- 3 kitchenettes
- deposits

The RSA Madonna delle Grazie carries out health activities in order to ensure respect for personal dignity and freedom, privacy, individuality and religious convictions.

The RSA Madonna delle Grazie offers its services basing its business on six fundamental principles:

- **EQUALITY**, the services provided are "vital" therefore they are provided to all those who need it without discrimination based on sex, nationality, religion, economic and social conditions;
- **IMPARTIALITY**
- **CONTINUITY**: all services are provided with continuity and regularity without interruption;
- **HUMANITY**: the central attention of the operators is directed to the person in full respect of his dignity, whatever his physical or mental, cultural or social conditions. The operators address their guests with courtesy, education, respect and maximum availability;



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- **PARTICIPATION:** participation in the performance of the service offered is guaranteed to the guest or to a family member both through his direct intervention (proposals or suggestions for improving the service) and through voluntary associations and the protection of citizens' rights;

- **EFFECTIVENESS AND EFFICIENCY:** the service is provided in such a way as to guarantee an optimal relationship between resources committed, activities carried out and results obtained, in order to produce the maximum possible results both in terms of guest / family satisfaction and staff gratification.

### RIGHTS OF THE PATIENT:

- Right to life and personal identity understood as respect for his needs and aspirations

- the right to receive treatment that is respectful of the freedom and dignity of the person

- the right to obtain clear and complete information from the doctor on diagnostic tests, prognosis and therapies in compliance with medical ethics

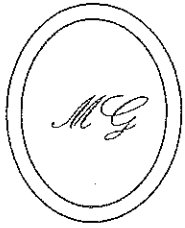
- right to recognition of personnel by means of identification tags with name, surname and qualification

- the right to address any complaints to the doctor and to obtain an answer

- the right to know in advance the amount of the rates for health and hotel services

- right to obtain religious assistance

- the right to preserve one's dignity and value even when self-sufficiency should fail.



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The staff of the RSA Madonna delle Grazie includes the following figures: -

RESPONSIBLE DOCTOR

- MANAGING DIRECTOR

- 2 NURSES EXECUTIVES

- NUTRITIONIST

- PSYCHOLOGIST

- SOCIAL WORKER

- PROFESSIONAL NURSES

- OSS

- THERAPISTS OF REHABILITATION

- PROFESSIONAL EDUCATORS

- ENTERTAINERS

- BEAUTICIAN / HAIRDRESSER

Medical assistance is guaranteed every day; pharmaceutical assistance is guaranteed for the purchase of drugs, medical aids and gases; day and night nursing assistance is guaranteed; it is guaranteed rehabilitation therapy, physical therapy and kinesitherapy.

For each guest the following is ensured:

- the drafting of an individualized assistance plan (PAI);

- the establishment of a personal medical record containing all the health and social information necessary for continuity of care, always updated;

- dietary advice and control;

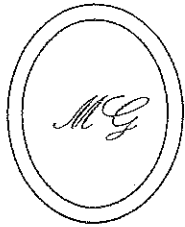
- psychological counseling;

- assistance for daily personal hygiene;

- assistance in dressing;

- walking assistance;

- feeding assistance



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- assistance in occupational therapy to improve the quality of time, maintaining and stimulating new interests, preserving functionality, through various therapies including music therapy.

The administrative offices are open from Monday to Friday from 8.30 to 18.00.

Catholic spiritual assistance and the weekly celebration of the Holy Mass are guaranteed as well as the recitation of the Rosary. Users belonging to other religious confessions can freely profess their beliefs.

The admissions are managed directly by the Frosinone ASL company. All citizens residing in the Lazio region have the right to hospitalization. Patients who are entitled to hospitalization, after requesting a diagnosis from the general practitioner and an evaluation visit, are placed on a waiting list at the Frosinone ASL which provides for placement as soon as a place is available at one of the affiliated facilities.